



EASTWOOD HEIGHTS OOSH

# Service Access Policy

<b>Policy Number</b>	QA 7/12	<b>Title</b>	Service Access Policy
<b>Revision</b>	2.0	<b>Written By</b>	Policy Team and Nominated Supervisor
<b>Reviewed By</b>	EHOOSH Management Committee	<b>Approved By</b>	EHOOSH Management Committee
<b>Supersedes</b>	1.1	<b>Effective Date</b>	March 2025

## 1. Policy Statement

Eastwood Heights OOSH is committed to providing equitable and inclusive access to all families requiring Out of School Hours care. The Service welcomes school-aged children in need of care during before-school, after-school, and vacation periods. No family will be denied access to the Service based on cultural background, religion, sex, disability, marital status, or income.

Our service ensures that placement decisions are fair, transparent, and in line with national and state policies, including the Department of Education's "Priority for Allocating Places" policy. When the Service reaches full capacity, placements will be prioritised based on government guidelines and managed through a structured waiting list process.

## 2. Background

The Education and Care Services National Regulation states that services must provide fair and non-discriminatory access while ensuring that legal and safety requirements are met for all children, families, and educators.

## 3. Procedure

These procedures define the practical steps taken by the Service to ensure that access is provided fairly, transparently, and in compliance with legal and policy requirements. They outline the process for allocating places, managing waiting lists, and handling access related issues such as non-custodial parent access.

### 3.1. Enrolment and Priority Access

The Service is available for children who are currently enrolled at Eastwood Heights Public School. If demand exceeds available places, the Service will follow the Australian Government's Priority of Access Guidelines to allocate placements.

Priority is given to:

1. Children at risk of serious abuse or neglect.
2. Children of working parents or those studying/training.
3. Children with additional needs or from vulnerable families.

A structured waiting list will be maintained and managed fairly, considering:

- The date of application.
- The priority category of the family.
- Siblings of children already attending the Service.

Families may request an update on their waiting list status

### 3.2. Access for Parents and Caregivers

Parents and legal guardians have the right to enter the Service premises at any time while their child is in attendance, unless:

- Their presence poses a safety risk to children, educators, or staff.
- There is a court order restricting access.

In cases where restricted access applies, the Service will follow legal obligations and ensure that court orders are upheld.

### 3.3. Access by Non-Custodial Parents

If a child is subject to a custody order, the Service must have a copy of the court order on file. This will be reviewed during enrolment and updated as needed to prevent distressing situations.

If a non-custodial parent attempts to collect a child without authorisation:

- Educators will politely refuse access, stating legal obligations.
- The Approved Provider, Nominated Supervisor, or Responsible Person will handle the situation.
- If the non-custodial parent refuses to leave, the police will be contacted and silent lockdown will commence

### 3.4. Families with Special Needs

The Service is committed to supporting children with additional needs and will work with families to accommodate individual requirements where possible. Reasonable adjustments will be made to ensure the inclusion of:

- Children with disabilities.
- Children from culturally and linguistically diverse backgrounds.
- Families experiencing financial hardship.

Families requiring additional support or adjustments should discuss their needs with the Nominated Supervisor during the enrolment process.

## 4. Roles and Responsibilities

<b>Approved Provider</b>	<ul style="list-style-type: none"><li>• Ensure compliance with all relevant laws and regulations regarding service access.</li><li>• Develop, review, and approve the Service Access Policy.</li><li>• Oversee the fair allocation of places in accordance with government guidelines.</li></ul>
<b>Nominated Supervisor</b>	<ul style="list-style-type: none"><li>• Implement the Service Access Policy and oversee the enrolment process.</li><li>• Manage the waiting list fairly and transparently.</li><li>• Ensure all families are informed of their rights and responsibilities regarding access.</li><li>• Enforce court orders restricting access, where applicable.</li></ul>
<b>Responsible Person in Charge</b>	<ul style="list-style-type: none"><li>• Monitor the security of the premises and respond to unauthorised access attempts.</li><li>• Support educators if they have concerns with individuals</li></ul>
<b>Educators and Support Staff</b>	<ul style="list-style-type: none"><li>• Welcome all families and ensure an inclusive environment.</li><li>• Verify parent/caregiver identity before allowing child collection.</li><li>• Immediately report unauthorised access attempts or safety concerns</li></ul>
<b>Families</b>	<ul style="list-style-type: none"><li>• Provide accurate and up-to-date enrolment information.</li><li>• Inform the Service of any changes to custody orders.</li><li>• Respect the Service's policies on access, collection, and safety.</li></ul>

## 5. References

### 5.1. Statutory Authority

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Australian Government, Department of Education – Priority of Access Guidelines

## 5.2. Relevant Service Policies

- Delivery and Collection of Children Policy
- Enrolment and Orientation Policy
- Confidentiality and Privacy Policy
- Child Safe Arrival Policy
- Child Protection Policy
- Providing a Child Safe Environment Policy
- Supervision Policy
- Delivery and Collection of Children Policy

## 5.3. National Frameworks

- My Time, Our Place V2 (MTOP)
- National Quality Framework (NQF)

## 6. Legislative Requirements.

### Education and Care Services National Law Act 2010

Regulation 75	Information about the educational program to be kept available
Regulation 76	Information to be given to parents
Regulation 157	Access for parents
Regulation 160	Child enrolment records to be kept by approved provider and family day care educator
Regulation 168	Education and care service must have policies and procedures
Regulation 167	Offence relating to protection of children from harm and hazards
Regulation 173	Requirements for service access and enrolment policies.

### Revision Chronology

Version Number	Date	Reason for Change
1.0	March 2018	Endorsed by OOSH executive committee
1.1	April 2021	Review and Evaluation
2.0	March 2025	Updated policy with new policy template